



# Jawaher Al Mazrouei

Al Muwaiji, Al Ain

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## Objective

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Seeking to bring a genuine interest in helping people, with a service focus and excellent problem skills. Equipped with 5+ Years UAE Customer Service, Sales and Conflict Resolution. Now looking to join a stable organization that allows me to continue my passion for helping people while developing my customer engagements skills.

## Professional Experience

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### Senior Customer Service

April 2018 – August 2022

Etisalat - Al Ain Main Business Center

- Go the Extra Mile' - providing experience that will leave long lasting impression to customers making them from angry to satisfied loyal customers
- Prompt and Quick Service, responding to emails, social media, phone calls and in person inquiry, Getting back to customers quickly and ready to help them at a moment's notice.
- Encourage Feedback from customers to help me find ways to make the things I am doing well even better.
- Assist customer with taking out different types of accounts and reviews in line with policies and procedures.
- Meet with the new customers to promote service which fit to their needs
- Closing deals, which leaves the customer satisfied and secured by adhering to rules and regulations guiding the company.
- Review and update files ensuring accuracy and compliance with corporate policy

### Student Advisor

September 2013 – January 2018

UAE University

- Manage and advise approximately 100 students understanding their educational aspirations
- Identifying student strength and weaknesses
- Helping students solve academic challenges and fulfill major curriculum requirements
- Organizing and maintaining student records to keep track of their progress
- Helped students find informative and challenging classes that met their degree requirements
- Ensured students graduated with a well-rounded course load and knowledge
- Developed plans with students to help them meet curriculum and class room expectations
- Assisted students with finding beneficial resources, like tutors and study prep courses
- Answered student questions about classes, course registration & college preparation

## Education

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### **Science High School Diploma**

Al Sanawbar School - Al Ain

## Achievements

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- High school certificate and have studied in college of Education in English language completed 4 years in UAE University but still got last year to complete.
- Highest achievements certificate (Etisalat)
- Best performance employee certificate (Etisalat)
- Best in first and second Quarter achievements of target (Etisalat)
- Customer feedback certificate (Etisalat)
- Experience in managing events from UAE University, I was working as a student consultant and student conferences too.
- Capable of using software.

## Languages

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- Arabic
- English
- Hindi
- Urdu

## Certifications and Trainings

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- Conflict Management Style ( 06 October 2021) - Telecommunications and Digital Government Regulatory Authority Academy (TRDA)
- Engage and Empathy to Build Trust and Loyalty ( 20 September 2021) - Telecommunications and Digital Government Regulatory Authority Academy (TRDA)
- Information Security Management (07 July 2020) - Telecommunications and Digital Government Regulatory Authority Academy (TRDA)
- Retail sales frontline certificate
- Agent Elite 2.0 program